

# Frequently Ask Questions

## The Virginia Preservice Training For Child Care Staff & The Virginia Annual Health and Safety Update Training For Child Care Staff



### 1. What is the Virginia Preservice Training for Child Care Staff and who is required to take it?

The Virginia Preservice Training for Child Care Staff is a **free** 10-hour course created to introduce child care staff to important health and safety information critical for professionals to know for working in a child care setting. This training course is **required** for the owner or operator of a child care program (center-based or family day homes) in the approval process to become a subsidy vendor for the Virginia Child Care Subsidy Program. Once the program is an approved vendor, current staff that work directly with children shall complete this training within 90 days of the program becoming a Subsidy Vendor. New employees must complete the training course within 90 days of employment.

**Effective October 13, 2021**, this training course is also required for staff who work in Licensed Child Day Centers and shall be completed within 90 days of employment.

### 2. What is the Virginia Annual Health and Safety Update Training for Child Care Staff and who is required to take it?

The Virginia Annual Health & Safety Update Training for Child Care Staff is a **free** 3-hour on demand annual health and safety update training that is a follow-up to the Virginia Preservice Training for Child Care Staff training. This training course is required for all staff that work directly with children in a child care program (center-based and family day homes) that participates in the Virginia Child Care Subsidy Program (aka Subsidy Vendors). This training is to be taken annually, with the first update completed within one year after completing the Virginia Preservice Training for Child Care Staff.

### 3. Why is the Virginia Preservice Training for Child Care Staff course required?

This activity is a requirement of The Child Care and Development Block Grant (CCDBG) Act 2014 which is a Federal funding source devoted to providing low-income families that are working or participating in education and training with help paying for child care and improving the quality of child care for all children.

### 4. If I work in a classroom that does not have a child who receives subsidy assistance, am I required to take these training courses ?

If you work in a program that participates in the Virginia Child Care Subsidy Program, you are required to complete the training course.

### 5. If the child care program I work for only operates a before and after school program, are staff required to take the Virginia Preservice Training for Child Care Staff course?

If you work in a program that participates in the Virginia Child Care Subsidy Program or a Licensed Child Day Center, you are required to complete the training course regardless of the age of the children in care.

### 6. How do I know if my program participates in the Virginia Child Care Subsidy Program?

Check with your employer to determine if your program participates in the Virginia Child Care Subsidy Program.

### 7. What if I work in another type of child care (center-based or family day home) or preschool program in Virginia, can I take these courses?

Although these courses are required for the Subsidy Vendors and Licensed Child Day Center programs, all professionals who work in child care/ preschool are encouraged to take this course.

**8. How long will it take to complete the Virginia Preservice Training for Child Care Staff course?** The Virginia Preservice Training for Child Care Staff course takes approximately 10 hours to complete. You may start and stop the course as often as necessary but it must be completed within 90 days of starting the training or you will need to restart the course

**9. How long will it take to complete the Virginia Annual Health & Safety Update Training course?** The Virginia Annual Health & Safety Update Training for Child Care Staff course is a 3-hour training. You may start and stop the course as often as necessary but it must be completed within 90 days of starting the training or you will need to restart the course.

**10. Can child care staff take the Virginia Preservice Training for Child Care Staff course together in a group?** No, the course must be taken individually. Each user must have their own individual email address to set up a Better Kid Care account, and certificates of completion are awarded individually.

**11. Does the Virginia Preservice Training for Child Care Staff course count for required annual training hours?** It depends on the type of program you work in (see below).

- ❖ If you work in a licensed child day center, and completed the 10-hour preservice training course within 90 days of beginning employment October 13, 2021 or later, the preservice training course is considered part of your orientation and cannot be counted towards annual training hours per the **Standards for Licensed Child Day Centers**.
- ❖ If you work in a Licensed Child Day Center and are not required to complete the 10-hour preservice training course because you began employment prior to October 13, 2021, but choose to do so, the 10-hour preservice training course may be counted towards annual training requirements.

All other program types and Subsidy Vendors may count the Virginia Preservice Training for Child Care Staff towards the required annual subsidy and licensing training hours if the course was completed after beginning employment.

**12. Does the Virginia Annual Health & Safety Update Training course count for required annual training hours?** Yes, by completing the Virginia Annual Health & Safety Update Training course, staff receive a certificate of completion for 3 clock hours of training. Clock hours will count towards required annual subsidy and licensing training hours.

**13. Will I receive a certificate?** Yes, at the completion of the course, you will be given the opportunity to print your certificate.

**14. What do I do with my certificate?** Give your employer a copy of the certificate and save a copy for your own files. Your employer will need to maintain documentation that employees have been trained.

**15. Do these training courses have a cost?** These training courses are **FREE** for Virginia child care staff.

**16. The Better Kid Care website has a list of training that costs \$5, do I have to pay for each course?** No. The Virginia Preservice Training for Child Care Staff is one course that covers 14 topics, and it's free for all Virginia child care staff. If you cannot find it when you first sign-in, scroll down to the bottom of the alphabetical listing using the up and down arrows on the right side of the listing, or the scroll bar, until you see the course title, Virginia Preservice Training for Child Care Staff. Click on the course title to open the course.

**17. I completed the training and it asked for \$5, what should I do?** The Virginia Preservice Training for Child Care Staff course is FREE. If the system asks for money, you are most likely in the wrong course. Exit the course and look for the course titled: Virginia Preservice Training for Child Care Staff. If you cannot find it when you first sign-in, scroll down to the bottom of the alphabetical listing using the up and down arrows on the right side of the listing, or the scroll bar, until you see the course title, Virginia Preservice Training for Child Care Staff. Click on the course title to open the course. Please note that no substitutions will be accepted for the Virginia Preservice Training for Child Care Staff course.

18. **Can I earn CEU's for the Virginia Preservice Training for Child Care Staff course?** Yes, the Virginia Preservice Training for Child Care Staff course will give you 1 CEU, however, you must apply to receive it. There is no cost for the CEU and instructions to apply can be found at the end of the course.

19. **Does the Virginia Preservice Training for Child Care Staff course fulfill the VDOE requirements for CPR and First Aid certification?** No, these topics are not covered in this course. If you work in a program that participates in the Virginia Child Care Subsidy Program or in one that serves infants and toddlers, [Child Care Aware of Virginia](#) offers free CPR and First Aid training.

20. **Does the Virginia Preservice Training for Child Care Staff course fulfill the VDOE requirements for MAT training?** No. Program staff who administer medication to children must still complete a [Medication Administration Training](#) course approved by the Virginia Board of Nursing.

21. **How do I access these courses?**

1. Go to [www.childcareva.com](http://www.childcareva.com)
2. Click on **"Training & Professional Development"** (under the Providers tab), and
3. Click on **"Start Training"** (You will be directed to Better Kid Care's On-Demand Web Lessons Sign-in page. If you have a BKC account, sign in, and select "Virginia Preservice Training for Child Care Staff" or the "Virginia Annual Health and Safety Update Training for Child Care Staff" referenced in the alphabetical listing. If you have not used BKC before, you will need to register as a new user first, and then choose the training from the alphabetical listing.)

22. **What do I do if I forget my password?** Enter your email address on the "sign-in" page, and click the "forgot password" box. An email that contains your password will be sent to your registered email address.

23. **What do I do if my email changes?** If you no longer use the email associated with your Better Kid Care account, sign in using your original email address, and go to "Your Account - Change Password" to make a change.

24. **Who can I contact if I have technical issues or problems accessing the course?** Call the Better Kid Care HELP line at **800-452-9108**.

